

NEICAC Job Description

Job Title: Mobility Manager
Department: Transit
Reports To: Transportation Director
FLSA Status: Non-Exempt
Prepared By: Human Resources/Transportation Director
Prepared Date: January 2014 – Update July 2015
Approved By: Personnel Committee/Board of Directors
Approved Date: January 2014

SUMMARY

Responsible for the development, outreach, and growth of NEICAC Transit services to meet the evolving transportation needs of Northeast Iowa residents.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

AGENCY RELATED

- Must maintain confidentiality at all times
- Must always represent NEICAC in a positive and professional manner
- Must attend training as requested to demonstrate a continued effort to grow professionally
- Adhere to all policies as an employee of Northeast Iowa Community Action Corporation
- Attend all agency-wide trainings
- Must travel within and out of service area
- Establish a collaborative and communicative relationship with fellow staff
- Must be punctual and dependable in completing assignments, meeting report deadlines; daily attendance is essential

PROGRAM SPECIFIC

- Assist Transportation Director and Upper Explorerland Transportation Planning Agency in conceptualizing, analyzing, developing, and operating public transit services to respond to area transportation needs
- Develop and strengthen partnerships with area human service agencies, senior living facilities, employers, educational institutions, Northeast Iowa Community Action programs, civic groups, and county and city governments
- Develop an informational and outreach program for current transportation services and mobility options through public speaking and media presentations, printed materials, web sites, social media, and an effective marketing plan
- Disseminate transportation resource information to area residents, human service agencies, senior living facilities, employers, businesses, educational institutions, Northeast Iowa Community Action programs, civic groups, and county and city governments
- Develop a system of outreach to low-income, socially isolated, older, and disabled adults as well as the general public and assist them in gaining confidence in, and access to, needed transportation services
- Recruit and manage a group of volunteers for a travel training program
- Work with Transportation Director and Planning Agency to develop strategies for seeking additional funding from government, private, corporate, and foundation sources
- Develop goals to ensure the sustainability the Mobility Manager position.
- Develop and strengthen relationships with current and new transportation providers

- Attend appropriate conferences, meetings, and training as required to remain informed of public transportation and mobility management innovations and best practices nationally.
- Conduct Transit presentations and provide staff support to a variety of groups
- Represent NEICAC Transit at Iowa Mobility Manager's Network and area Transportation Advisory Group (TAG) meetings
- Be available to work flexible hours and days and maintain a "mobile office" with more time spent in our five county service area than in the main Transit building in Decorah
- Provide quarterly reports of meetings attended, program updates, analysis of transportation service needs, and other data as needed to the Transportation Director
- Maintain efficient electronic and paper file
- Become knowledgeable of our five county area demographics
- Perform other related duties as assigned by NEICAC Transportation Director

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

SUPERVISION RESPONSIBILITIES

N/A

EDUCATION and/or EXPERIENCE

Associates Degree required in addition to demonstrated interpersonal skills. Extensive skills in relationship building, planning, marketing, public speaking, grant writing, and computer skills including Microsoft Word, Excel, and PowerPoint. Ability to coordinate multiple projects simultaneously. Bachelor's Degree in related field and 1-3 years of experience related to public transportation strongly preferred.

LANGUAGE SKILLS

Excellent verbal and written communication skills. Ability to read, analyze, and periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, interpret general business, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public. English and Spanish bilingual speaking and translation skills beneficial.

MATHEMATICAL SKILLS

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

REASONING ABILITY

Ability to solve problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

CERTIFICATES, LICENSES, REGISTRATIONS

Must complete certifications as required by Transit. Must also have valid driver's license and carry NEICAC levels of automobile insurance and satisfactorily complete a Criminal Records Check.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel; reach with hands and arms and talk or hear. The employee is frequently required to stand. The employee is occasionally required to walk; climb or balance; stoop, kneel, crouch, or crawl and taste or smell. The employee must regularly lift and /or move up to 10 pounds, frequently lift and/or move up to 25 pounds and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally exposed to outside weather conditions. The noise level in the work environment is usually moderate.

The above statements are intended to describe the general nature and level of work being performed by the person assigned to this position. Principal accountabilities are intended to describe those functions that are essential to the performance of this job, and "other" accountabilities include those that are considered incidental or secondary to the overall purpose of this job.

This job description does not state or imply that the above are the only duties and responsibilities assigned to this position. Employees holding this position will be required to perform any other job-related duties as requested by management. All requirements are subject to possible modification to reasonably accommodate individuals with a disability.

EMPLOYEE SIGNATURE

I have read and understand all of the above. I have reviewed the principal accountabilities for which I am responsible, as well as the minimum requirements of this position, with my supervisor. I understand that this document does not create an employment contract and that I am employed by **Northeast Iowa Community Action Corporation** on an "at will" basis.

Signature _____ Date _____
Employee

Print Name _____